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Substitute Sheet

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A1

HIERARCHICAL SEARCH RESULT WORKFLOW (Before end-user workflow commences.)

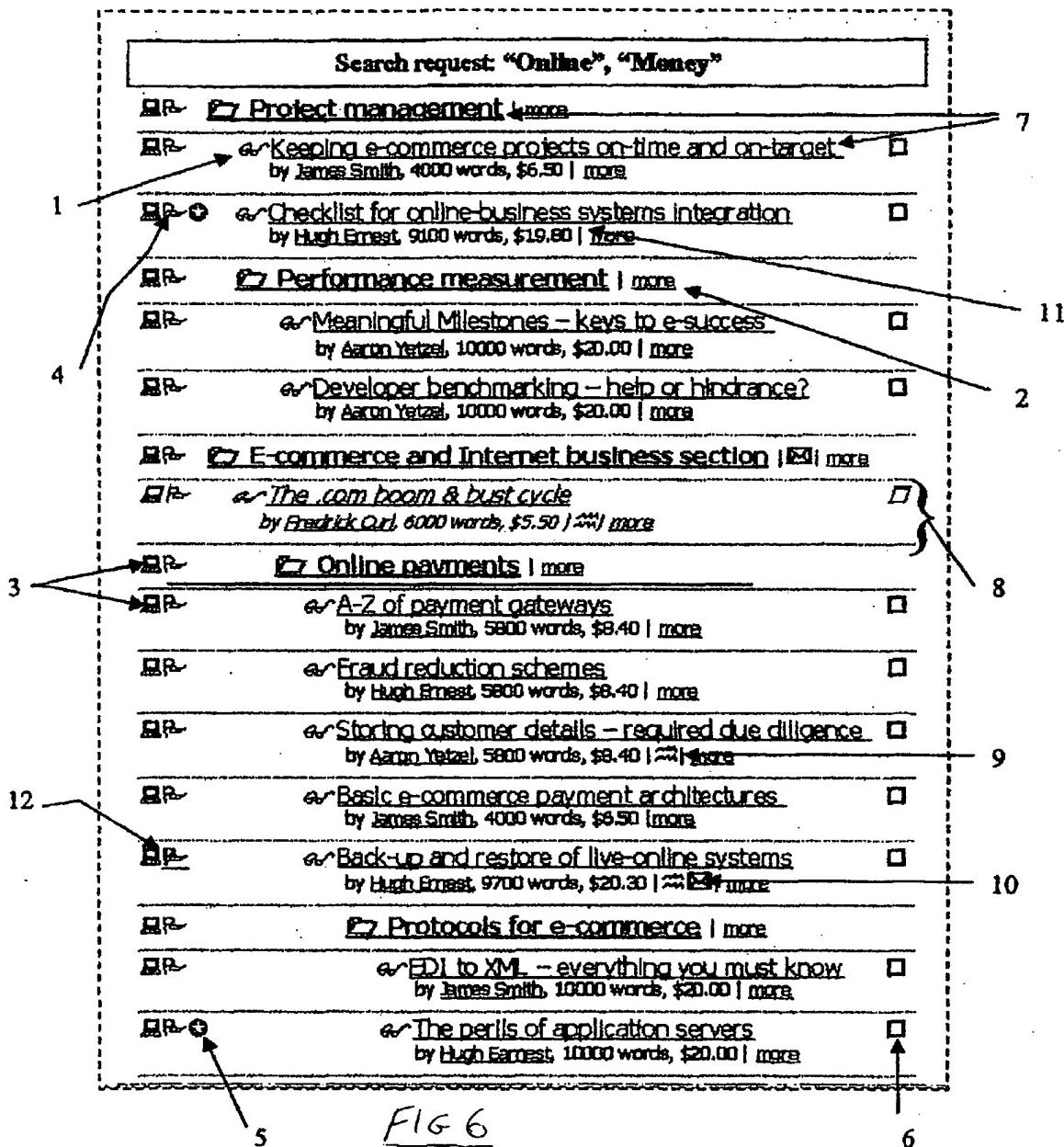


FIG 6

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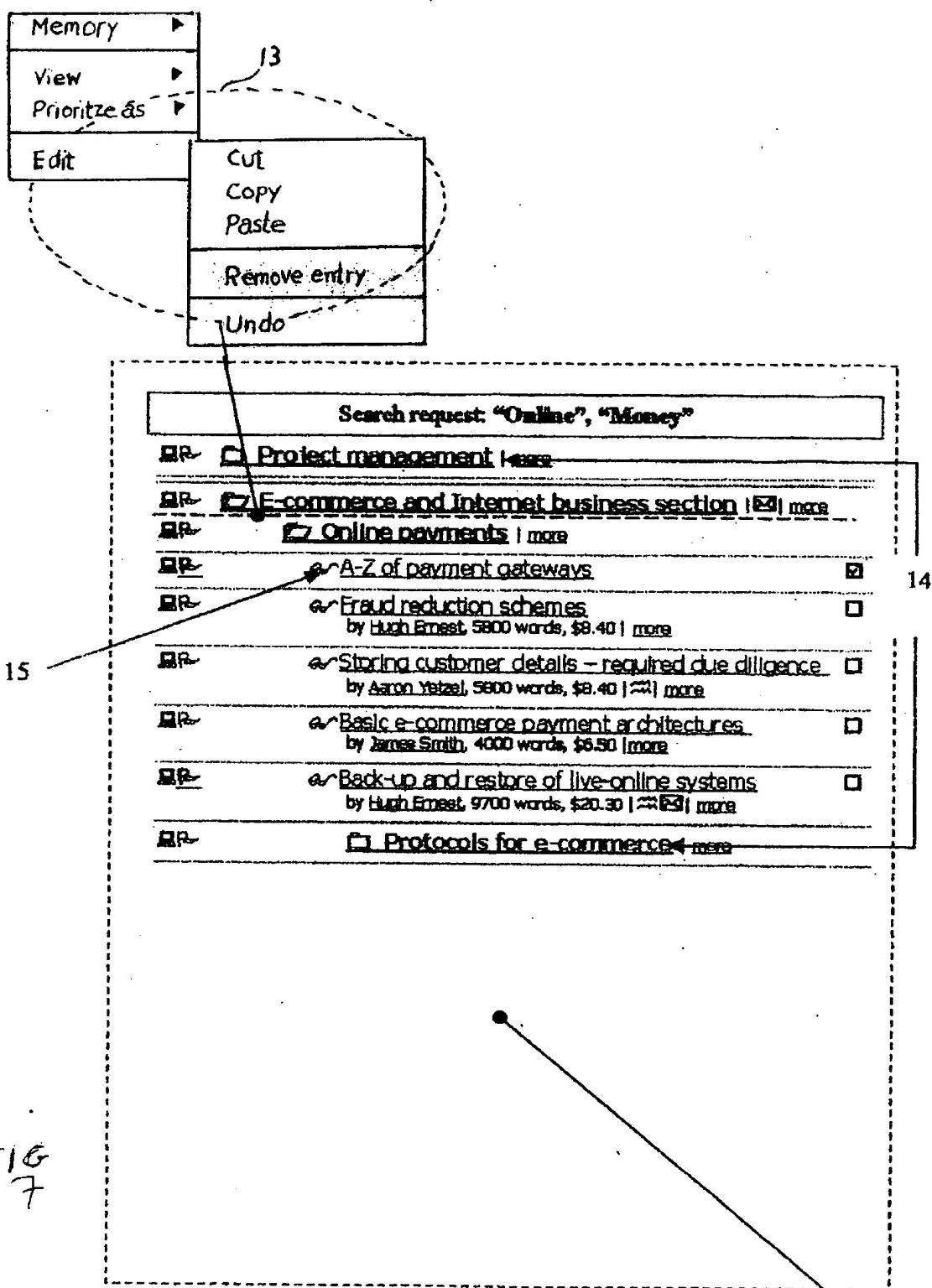


FIG 7

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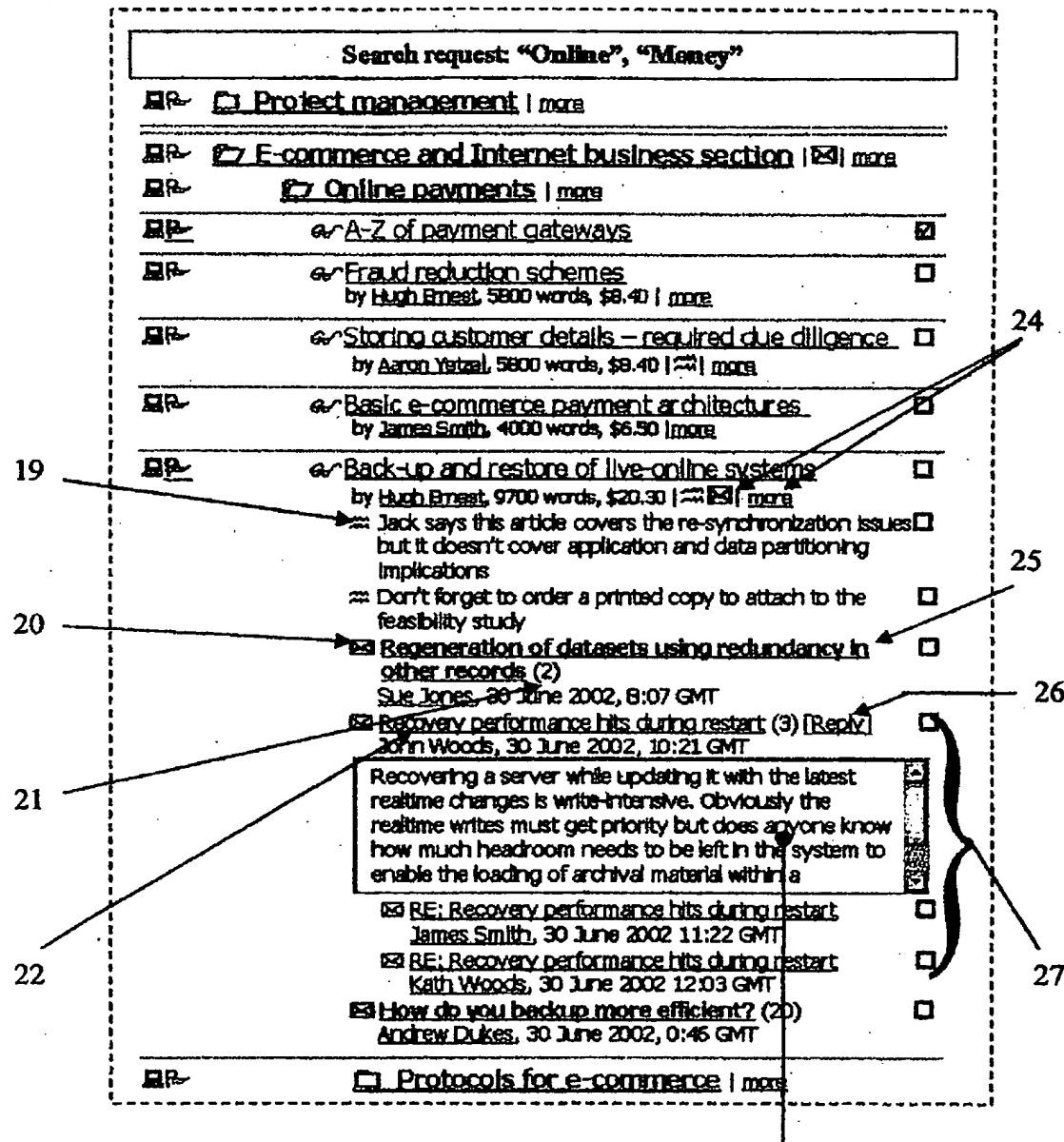
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HIERARCHICAL SEARCH RESULT WORKFLOW

With associated notes and comments exposed

FIG 9

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HIERARCHICAL SEARCH RESULT WORKFLOW
With relevant summary and details exposed

Search request: "Online", "Money"

SP Project management | more

SP E-commerce and Internet business section | more

SP Online payments | more

SP A-Z of payment gateways

SP Fraud reduction schemes
by Hugh Ernest, 5800 words, \$9.40 | more

SP SUMMARY - Identity theft is commonplace on the Internet, and financial institutions normally place the burden of fraud squarely on the merchant. However there are proven ways of minimizing this risk. In this award-winning report, Hugh Ernest mounts an argument that merchants can't afford to ignore the issue.

SP Storing customer details – required due diligence
by Aaron Yetzel, 5800 words, \$9.40 | more

SP Basic e-commerce payment architectures
by James Smith, 4000 words, \$6.50 | more

SP Back-up and restore of live-online systems
by Hugh Ernest, 9700 words, \$20.30 | more

SP MORE DETAILS - * Description: Overview of the challenges and solutions involved in backing up realtime systems for disaster recovery
* Last updated: June 24, 2002
* Edited by: John Factor

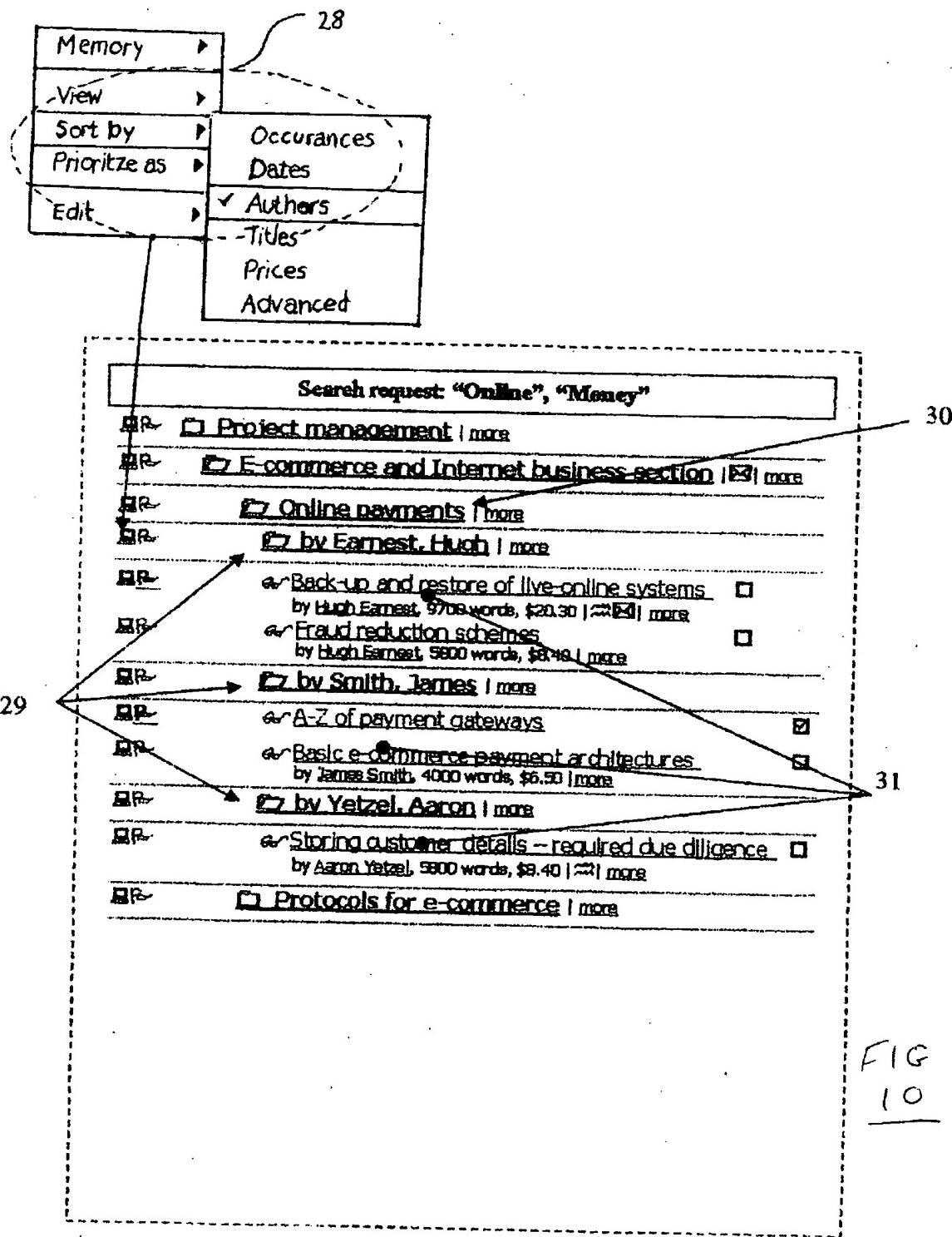
SP Protocols for e-commerce | more

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FIG 8

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With additional hierarchies sorted by Author

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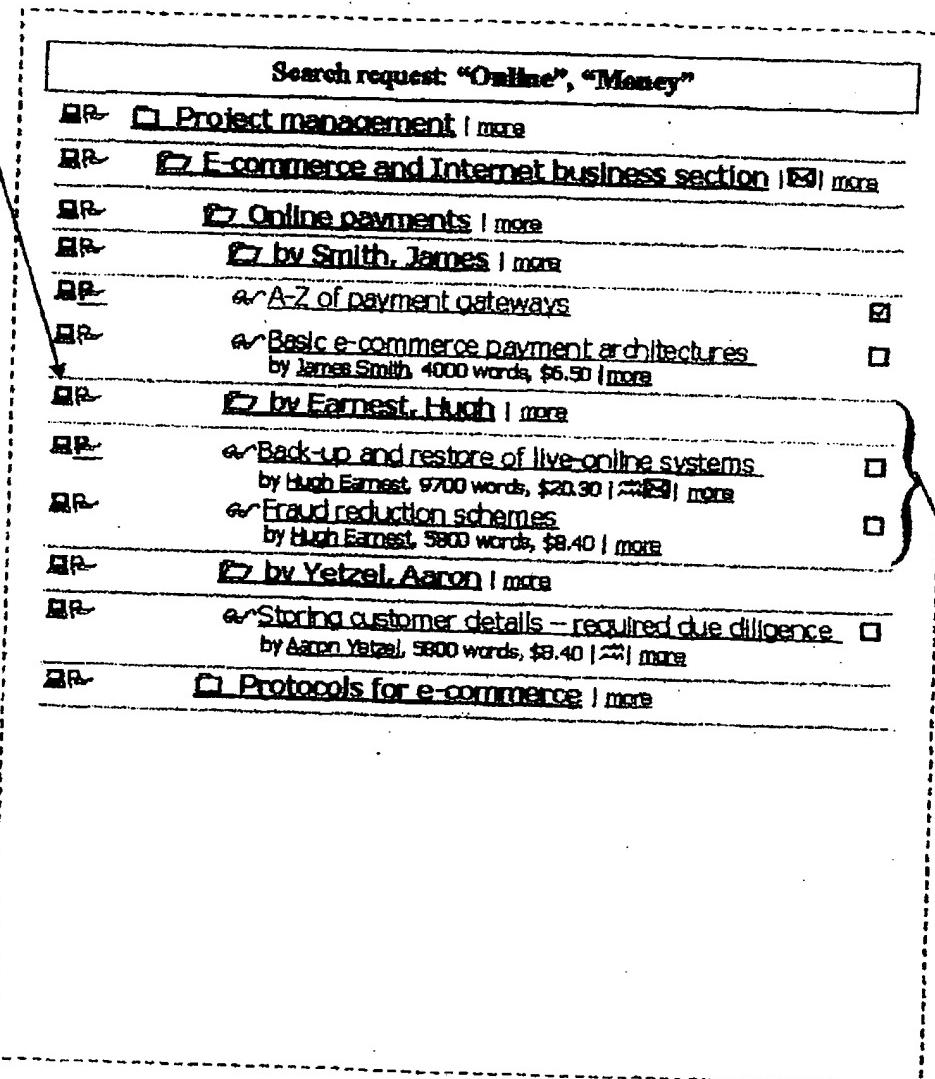
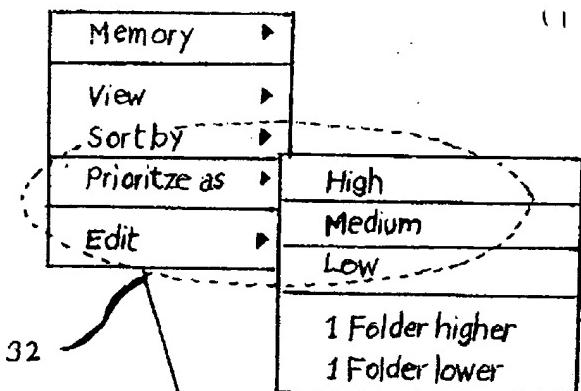


FIG 11

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HIERARCHICAL FLAGGED ENTRY/FOLDER WORKFLOW

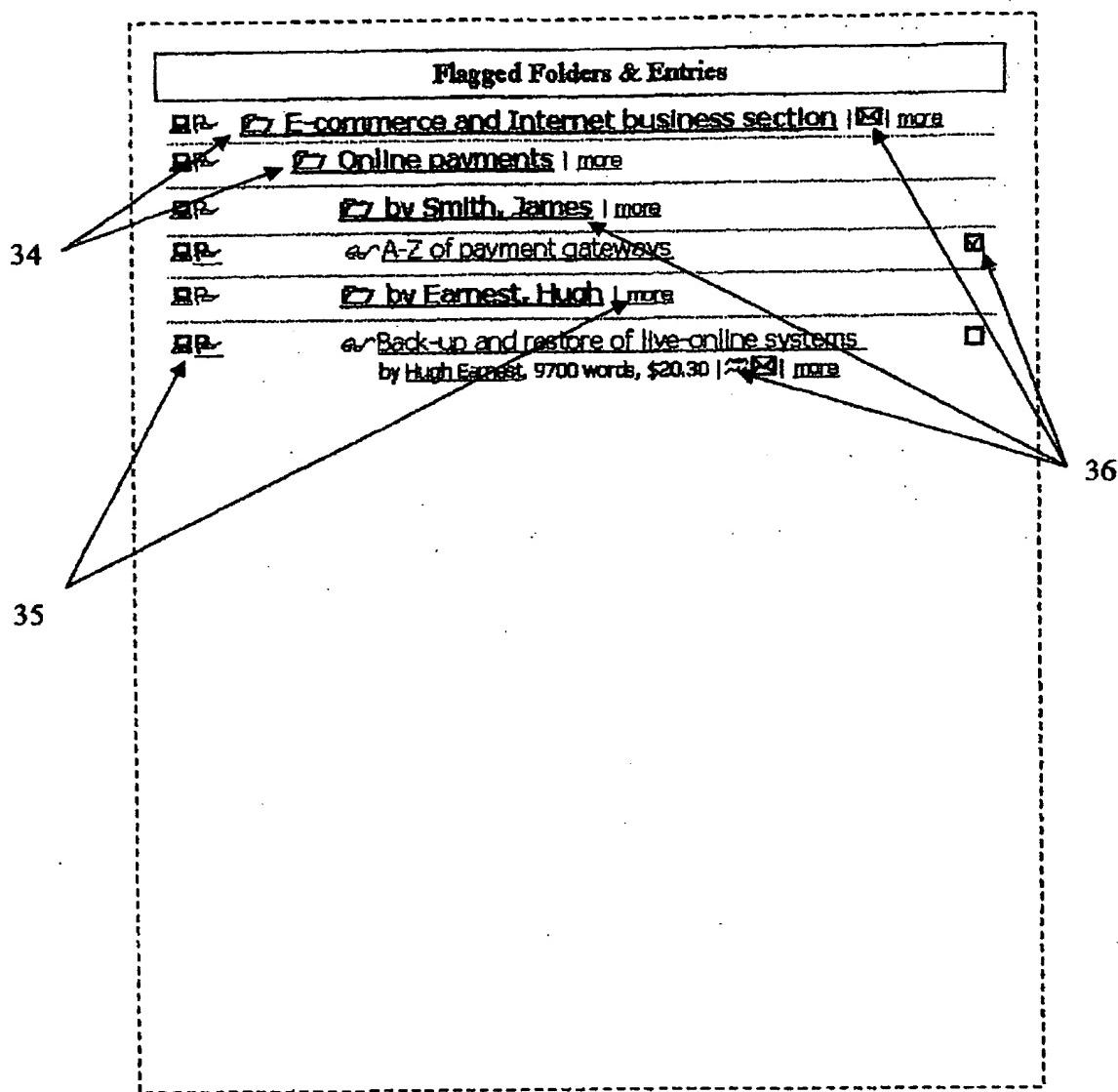


FIG 12